

**State of Connecticut  
Department of Social Services  
Job Opportunity**

**Social Services Program Manager**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Posting Date: September 9, 2014**

**Closing Date: September 16, 2014**

The Department of Social Services is seeking a responsible professional who brings a solid portfolio of experience and leadership to assume the role of a Social Services Program Manager within the **Child Support Program**. This position is responsible for oversight of Bureau of Child Support Enforcement (BCSE) field offices as assigned by, and under supervision of, the Social Services Program Administration Manager (IV-D Director). Individuals assigned to this role will be based out of BCSE Central Office but will spend substantial time traveling among assigned field offices.

**Open To:** DSS Employees Only

**Position:** Social Services Program Manager  
# 105451

**Bargaining Unit:** MP 64

**Hours:** Monday through Friday, 8:00 a.m. – 4:30 p.m.

**Salary Range:** \$83,464.00 - \$113,809.00

**Location:** 55 Farmington Avenue  
Hartford, CT 06105

**Eligibility Requirements:** Candidates must have applied for and passed the Social Services Program Manager examination number 140970 and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

**EXAMPLES OF DUTIES:**

Coordinate operations in Bureau of Child Support Enforcement (BCSE) field offices; develop and implement compliance plans, evaluation and corrective action related to federal child support performance measures and federal audit findings; provide annual performance evaluations for BCSE Investigations Supervisors in field offices; assist in development of new child support regulations, policy and procedure; provide policy and procedural guidance to child support supervisors; participate in development and implementation of enhancements to the Connecticut Child Support Enforcement System (CCSES) that affect BCSE field operations; manage personnel issues within field offices; coordinate and oversee child support training in BCSE field offices; interface with child support partner agencies e.g., DSS Eligibility, Support Enforcement Services of the Judicial Branch, Office of the Attorney General, Family Support Magistrate Division and other agencies to ensure smooth functioning of BCSE field office operations.

**MINIMUM QUALIFICATIONS REQUIRED  
KNOWLEDGE SKILL AND ABILITY:**

Considerable knowledge of principles and practices of social services programs; considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of principles of public administration; knowledge of and ability to apply management principles and techniques; knowledge of community organizations and public assistance agencies; considerable interpersonal skills; considerable oral and written communication skills; ability to analyze and recommend solutions to complex problems; ability to analyze and assess impact of legislation, regulations, etc. on programmatic goals.

**EXPERIENCE AND TRAINING:**

**General Experience:**

Nine (9) years of professional employment in the social services field.

**Special Experience:**

Two (2) years of the General Experience must have been a supervisory or consultative capacity with programmatic and administrative responsibilities.

**Substitution Allowed:**

College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.

A Master's degree in human services or public administration may be substituted for one (1) additional year of the General Experience.

**Note:** This position may be filled by candidates from mandatory Re-employment/SEBAC Lists, which we are obligated to use. Applications will be accepted from candidates who have taken and passed the Social Services Program Manager Examination Number 140970 and have received a passing score, or from state employees who already have attained permanent status in this class.

**APPLICATION PROCEDURE:** Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION FORMS). State employees must submit their two (2) most recent Performance Appraisals in lieu of references. Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and performance appraisals **in duplicate** to:

Maria L. Taylor, Principal Human Resources Specialist  
Department of Social Services  
Human Resources Division  
55 Farmington Avenue – 5<sup>th</sup> Floor  
Hartford, CT 06105

Due to the large volume of applications received, we are unable to confirm receipt of applications.

**\*PLEASE BE ADVISED THAT HAND-DELIVERED APPLICATIONS WILL NOT BE ACCEPTED\***

**~TWO (2) COMPLETE SETS OF ALL APPLICATION MATERIALS MUST BE SUBMITTED~**

**APPLICATIONS MUST BE POSTMARKED ON OR BEFORE TUESDAY, SEPTEMBER 16, 2014**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

*The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.*